

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Art Unit Not Known
Examiner Not Known

In Re: Christopher Clemmett Macleod Beck et al.
Case: P3324CMBOC1
Serial No.: NA
Filed: 02/11/2004
Subject: Method and Apparatus for Providing Media-Independent Self-Help
Modules within a Multimedia Communication-Center Customer Interface

To the Commissioner of Patents and Trademarks
Alexandria, VA 22313

Preliminary Amendment

Dear Sir,

In the specification:

Please replace the section entitled "Cross-Reference to Related Documents" beginning at line 19 as follows:

The present application is a continuation of co-pending application serial no. 10/074,886 (docket P3324CMBO), filed 02/11/2000, which is a continuation of 10/001,523 (docket P3324C1), which was filed 10/24/01 and issued on 03/25/2003 as patent no. 6539419, which is a continuation of patent application serial nos. 09/253,554 (docket P3324), which was filed 02/19/99 and issued on 12/18/2001 as patent no. 6332154, which is a continuations-in-part of patent application serial no. 09/253,277 (docket P3322), which was filed 02/19/1999 and issued on 04/30/2002 as patent no. 6381640, 09/190,960 (docket P3321), which was filed 11/12/1998 and issued on 01/02/2001 as patent no. 6170011, 09/183,390 (docket P3320), which was filed 10/29/1998 and issued on 12/26/2000 as patent no. 6167395, 09/182,937 (docket P3319), which was filed 10/29/1998 and issued on 10/24/2000 as patent no. 6138139, 09/183,395 (docket P3318), which was filed 10/29/1998 and issued on 04/09/2002 as patent no. 6370508, 09/183,551 (docket P3317), which was filed 10/29/1998, 09/182,745 (docket P3316), which was filed 10/28/1998 which are a continuations-in-part of patent application serial no. 09/151,429 (docket P3315), which was filed 09/11/1998 and issued on 05/08/2001 as patent no. 6230197, which is a continuation of patent application serial no. 09/151,710 (docket P3314), which was filed 09/11/1998 and issued on 04/03/2001 as patent no. 6212178, which is a continuation of patent application serial no. 09/151,564 (docket P3313), which was filed 09/11/1998 and issued on 08/22/2000 as patent no. 6108711.

The co-pending application 10/074,886 (docket P3324CMBO), which was filed 02/11/2000, also claims priority to serial no. 09/549,449 (docket P4220), which was filed

04/14/2000 and issued on 07/09/2002 as patent no. 6418146 and is a continuation of 60/172,848 which was filed 12/10/1999.

The co-pending application 10/074,886 (docket P3324CMBO), which was filed 02/11/2000, also claims priority to serial no. 09/551,259 (docket P4223), which was filed 04/18/2000 and issued on 02/12/2002 as patent no. 6346952, which is a continuation-in-part of 09/457,608 (docket P4200CIP), which was filed 12/08/99 which is a continuation-in-part of 09/452,541 (docket P4200), which was filed 12/01/99 and issued on 03/18/2003 as patent no. 6535492.

The co-pending application 10/074,886 (docket P3324CMBO), which was filed 02/11/2000, also claims priority to serial no. 09/539,979 (docket P3246D1), which was filed 3/31/2000 and issued on 06/18/2002 as patent no. 6408064, which is a divisional of 09/026,795 (docket P3246), which was filed 02/20/98 and issued on 04/04/2000 as patent no. 6047060.

Finally, the co-pending application 10/074,886 (docket P3324CMBO), which was filed 02/11/2000, also claims priority to serial no. 09/660,533 (docket P3355D1), which was filed 09/13/2000 and issued on 04/16/2002 as patent no. 6373937, which is a divisional of serial no. 09/216,556 (docket P3355), which was filed 12/18/98 and issued on 09/19/2000 as patent no. 6122365.

If there are any fees due beyond any fees paid with the present application and amendment, such fees are authorized to be deducted from deposit account 50-0534.

Respectfully submitted,
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